

# Enterprise Incident Report October 2011

As of 11/1/2011

## Administrative Services

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.  
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - First Contact Resolution			
	High	Low	Medium	FCR Total
Administrative Services	1	120	1	122
	1	77	0	78
Customer Company Total	1	120	1	122
	1	77	0	78

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock minutes.  
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - Missed Inital Response			
	High	Low	Medium	MIR Total
Administrative Services	1	120	1	122
	0	22	0	22
Customer Company Total	1	120	1	122
	0	22	0	22

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours			
	High	Low	Medium	ATTIR Total
Administrative Services	1 0.00	120 0.70	1 0.87	122 0.69
Customer Company Total	1 0.00	120 0.70	1 0.87	122 0.69

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .  
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.  
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - Missed Resolution			
	High	Low	Medium	MR Total
Administrative Services	1	120	1	122
	0	24	0	24
Customer Company Total	1	120	1	122
	0	24	0	24

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .  
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and  
Critical within 2 clock hours.  
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours			
	High	Low	Medium	ATTR Total
Administrative Services	1 0.00	120 7.98	1 0.87	122 7.85
Customer Company Total	1 0.00	120 7.98	1 0.87	122 7.85

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## Detail

<b>INC000000330067</b>	Matthias Mueller Application Services	Application Martin Gonzalez	None Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.63 238.22
<b>INC000000373137</b>	Kurt Baxter Application Services	Application Martin Gonzalez	Reporting Administrative Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.99 222.98
<b>INC000000375640</b>	Julie D'Alesandro Capitol Desktop Support	PC/Laptop Tom Hanson	Performance Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.29 15.82
<b>INC000000381591</b>	Marilee Richins Application Services	None Tony Larsen	None Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.54 121.75
<b>INC000000386450</b>	Ken Hansen Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.61 13.77
<b>INC000000389707</b>	Sheri Wolfley Capitol Desktop Support	Network Scott Wunderlich	Error Administrative Services	Finance Data Warehouse Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 3.56
<b>INC000000391111</b>	Corry Hill Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 11.55
<b>INC000000391307</b>	Barbara Sutherland Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 15.20
<b>INC000000391314</b>	Paul Ferguson Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.94 3.14
<b>INC000000391749</b>	Emalee Gonsalves Capitol Desktop Support	Network Peter Musser	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
<b>INC000000391815</b>	Deborah Memmott Help Desk	Network Vicky Marrelli	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000391862</b>	Cynthia Antonsen Help Desk	Application Vicky Marrelli	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000391983</b>	Sophia Manousakis Capitol Desktop Support	Application Peter Musser	Error Administrative Services	Microsoft Word Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.06 6.18
<b>INC000000392044</b>	Nancy Lancaster Capitol Desktop Support	Network Peter Musser	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 5.55
<b>INC000000392114</b>	Dan Martinez Network Operations	Network Brant Davis	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 2.06
<b>INC000000392126</b>	Sandy Leota Metro B Desktop Support	Application Michael Barth	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 2.38

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<b>INC000000392132</b>	Larry L Brown Network Operations	Network Kelli Okumura	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 1.27
<b>INC000000392489</b>	David Lewis Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Administrative Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.26 10.92
<b>INC000000392518</b>	Crisanta Gwilliam Application Services	Application Martin Gonzalez	Error Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.43 3.05
<b>INC000000392532</b>	Lori Charboneau Help Desk	Application Vicky Marrelli	Password Administrative Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000392632</b>	Mark Yeschick Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000392667</b>	Karen Kraus Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000392746</b>	Adrian Ruger Capitol Desktop Support	PC/Laptop Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 1.11
<b>INC000000392840</b>	Jeff Lowder Rural North Desktop Support	None Ruston McKay	None Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000393040</b>	Kurt Baxter Voice Operations	Telecom Romanza Hamblin	Voice Mail Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.45
<b>INC000000393065</b>	Cheryl Searle Voice Operations	Telecom Romanza Hamblin	Call/Receive Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.60
<b>INC000000393311</b>	Kurt Baxter Capitol Desktop Support	Application Peter Musser	Error Administrative Services	Adobe Acrobat Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.46 3.11
<b>INC000000393378</b>	Lee Erickson Capitol Desktop Support	PC/Laptop Tom Hanson	Error Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.31 3.99
<b>INC000000393431</b>	Brenda Murphy Metro B Desktop Support	Network Anthony Booyse	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 1.52
<b>INC000000393463</b>	Dan Martinez Metro C Desktop Support	PC/Laptop Troy Buchanan	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.15
<b>INC000000393471</b>	Jennifer R Hardy Metro C Desktop Support	PC/Laptop Troy Buchanan	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.04
<b>INC000000393496</b>	Cynthia Antonsen Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.24 10.94
<b>INC000000393525</b>	Kevin Gilmore Help Desk	Application James Stearns	Password Administrative Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17

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<b>INC000000393679</b>	Matthias Mueller	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000394311</b>	Scott Sutherland	None	None	None		TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000394533</b>	Mike Beckstead	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.35
Metro A Help Desk	Ed Conrad	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.29	
<b>INC000000394904</b>	Kevin Lucas	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.40	
<b>INC000000395378</b>	Emalee Gonsalves	Application	Reporting	None		TIR Missed: No	TIR: 0.95
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.15	
<b>INC000000395446</b>	Steve Canning	Network	None	None		TIR Missed: Yes	TIR: 2.82
Metro C Desktop Support	Ed Radke	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 13.07	
<b>INC000000395453</b>	Brenda Murphy	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.60
Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.18	
<b>INC000000395454</b>	Adrian Ruger	Server	Performance	None		TIR Missed: Yes	TIR: 19.53
Network Operations	Kelli Okumura	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 19.77	
<b>INC000000395603</b>	Sue Lundquist	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.21
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 14.60	
<b>INC000000395816</b>	Lynn Bodrero	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.64	
<b>INC000000395987</b>	Glen Fairclough	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000396052</b>	Mark Austin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000396534</b>	Eric Gardner	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.22
Voice Operations	Lois Schow	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.28	
<b>INC000000396547</b>	Jennifer R Hardy	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.09	
<b>INC000000396644</b>	Krystyna Misiak	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.26
Help Desk	Eileen Dubach	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.26	
<b>INC000000396865</b>	Marilee Richins	None	None	iPhone		TIR Missed: No	TIR: 0.24
Application Services	Danielle Hood	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.02	
<b>INC000000397071</b>	Sean Crawford	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.72
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 8.32	



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<b>INC000000397178</b>	Debbie Bowen	Mobile Devices	None	BlackBerry Configuration	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000397208</b>	Chad Browning	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.25
Voice Operations	Gail Christiansen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.25
<b>INC000000397220</b>	Rick Nauta	None	None	None	TIR Missed: No	TIR: 0.00
Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000397290</b>	Alan Barnett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000397333</b>	Elizabeth Perkes	None	None	None	TIR Missed: No	TIR: 0.38
Capitol Hosting	Joe Benson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.66
<b>INC000000397355</b>	Cynthia S Bowers	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 20.20
<b>INC000000397386</b>	Amanda Ronan	None	None	None	TIR Missed: Yes	TIR: 2.03
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.17
<b>INC000000397465</b>	Alan Barnett	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.30
Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.70
<b>INC000000397535</b>	Jill Ressler	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.26
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.06
<b>INC000000397768</b>	Rod Swaner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR: 1.07
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.15
<b>INC000000397794</b>	Alan Barnett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000397954</b>	Eric Gardner	PC/Laptop	None	None	TIR Missed: No	TIR: 0.04
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.07
<b>INC000000398745</b>	Pam Borman	Application	Error	Adobe Flash	TIR Missed: Yes	TIR: 1.34
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 7.45
<b>INC000000399036</b>	Larry Simpson	Application	Error	Adobe Acrobat	TIR Missed: Yes	TIR: 3.72
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 11.15
<b>INC000000399037</b>	Amanda Ronan	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR: 3.65
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.65
<b>INC000000399052</b>	Jeffrey Smith	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.34
Voice Operations	Romanza Hamblin	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.85
<b>INC000000399093</b>	Emalee Gonsalves	PC/Laptop	Error	None	TIR Missed: Yes	TIR: 3.06
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 6.66

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<b>INC000000399676</b>	Matthew Boyer Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.84 4.84
<b>INC000000399725</b>	Eric Gardner Metro D Help Desk	Application John Robinson	Error Administrative Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.60
<b>INC000000399899</b>	Stephen Smith Metro D Help Desk	Network Jed Patrick	Password Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000399953</b>	Arcy Lopez Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.62
<b>INC000000400078</b>	Emily Barnes Rural Central Desktop Support	Network Randy Graham	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000400093</b>	Pam Borman Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 13.77
<b>INC000000400119</b>	Darrell Hunting Help Desk	Mobile Devices Brenda Treadway	None Administrative Services	BlackBerry Configuration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000400316</b>	Cerena Crosby Metro C West Desktop Support	PC/Laptop Hal Wold	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.58
<b>INC000000400393</b>	David Lewis Metro B Desktop Support	PC/Laptop Sean Chadbourne	Error Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.76 20.07
<b>INC000000400486</b>	Marla Workman Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.34
<b>INC000000400508</b>	Enzo Calfa Capitol Desktop Support	Application Scott Wunderlich	Password Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.41
<b>INC000000400648</b>	Chris Atkins Metro D Help Desk	Network Doug Brown	Password Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000400788</b>	Deborah Memmott Capitol Desktop Support	Network Tom Hanson	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.75
<b>INC000000400798</b>	Stephanie Wilcox Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.13
<b>INC000000400800</b>	Cynthia S Bowers Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 17.17
<b>INC000000400890</b>	Emalee Gonsalves Capitol Desktop Support	Application Tom Hanson	Reporting Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.48
<b>INC000000400918</b>	Brian Carpenter Metro A Desktop Support	Application Kraig Ellis	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.45

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<b>INC000000401008</b>	Dave McKay Capitol Desktop Support	PC/Laptop Scott Wunderlich	Hardware Administrative Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.49
<b>INC000000401128</b>	Crisanta Gwilliam Help Desk	Application Vicky Marrelli	Error Administrative Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000401329</b>	Crisanta Gwilliam Help Desk	Application Vicky Marrelli	Error Administrative Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000401422</b>	Tami Nelson Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000401530</b>	Brian Spoon Rural North Desktop Support	None Lori Hartzell	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000401554</b>	Jerry Gearheart Application Support - DFI	Application Wayne Frewin	Error Administrative Services	Sybase Adaptive Server Anywhere Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000401731</b>	Evan Taylor Capitol Desktop Support	Server Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.10 5.59
<b>INC000000401734</b>	Jennifer Porter Capitol Desktop Support	Application Scott Wunderlich	None Administrative Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.63
<b>INC000000401801</b>	Eric Gardner Voice Operations	Telecom Romanza Hamblin	Voice Mail Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.77
<b>INC000000401808</b>	Yolanda Larrymore Metro D Help Desk	None Doug Brown	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000402305</b>	Eric Gardner Voice Operations	Telecom Gail Christiansen	Voice Mail Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.33
<b>INC000000402311</b>	Ryan Huntsman Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 11.42
<b>INC000000402322</b>	Brook McElmurry Capitol Desktop Support	PC/Laptop Tom Hanson	Error Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.68 21.01
<b>INC000000402327</b>	Sal Petilos Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000402434</b>	John Nichols Voice Operations	Telecom Gail Christiansen	Call/Receive Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.11
<b>INC000000402545</b>	Paul Mash Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000402993</b>	Crisanta Gwilliam Help Desk	Application Vicky Marrelli	Reporting Administrative Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000403071</b>	Chris Atkins	Application	Password	None		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000403151</b>	Jill Ressler	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.15
Capitol Desktop Support	Tom Hanson	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.98
<b>INC000000403624</b>	Brian Spoon	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Rural North Desktop Support	Kim Ratuszniak	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000404164</b>	Donald Marchant	PC/Laptop	Error	None		TIR Missed:	Yes	TIR:	1.92
Metro B Desktop Support	Peter Musser	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	3.29
<b>INC000000404491</b>	Anne Stehno	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
Metro C Desktop Support	Troy Buchanan	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.20
<b>INC000000404753</b>	Cheryl Searle	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.10
Voice Operations	Romanza Hamblin	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
<b>INC000000404905</b>	Melissa Frost	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.07
Capitol Desktop Support	Chad Poll	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	1.79
<b>INC000000404906</b>	Mike Butler	None	None	None		TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Diane Christensen	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000405590</b>	Austin Preston	None	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000405897</b>	Brook McElmurry	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.56
Capitol Desktop Support	Tom Hanson	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	Yes	TTR:	6.44
<b>INC000000405937</b>	Linda Crawford	Application	Reporting	Finance Data Warehouse		TIR Missed:	No	TIR:	0.11
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.44
<b>INC000000405969</b>	Shirley Williams	None	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000406476</b>	Arleen Hearld	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.48
Capitol Desktop Support	Tom Hanson	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	1.26
<b>INC000000406612</b>	Anne McNally	None	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000406685</b>	Lynn Hinrichs	None	None	None		TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Jed Patrick	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000406700</b>	Brian Spencer	None	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000406711</b>	David Gill	Application	Error	None		TIR Missed:	Yes	TIR:	1.04
Security	Bart Grant	Administrative Services	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	1.04

# Enterprise Incident Report October 2011

As of 11/1/2011

## Administrative Services

<b>INC000000406953</b>	Cynthia S Bowers	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.87
	Capitol Desktop Support	Michael Hussey	Administrative Services	Medium Resolved	TTR Missed: No	TTR: 0.87
<b>INC000000406986</b>	Nathan Gardner	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.67
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low Resolved	TTR Missed: No	TTR: 0.67
<b>INC000000407286</b>	Curtis Burk	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000407528</b>	Cherry Menard	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low Resolved	TTR Missed: No	TTR: 0.00